GOVERNMENT OF INDIA
SKILL DEVELOPMENT AND ENTREPRENEURSHIP
LOK SABHA

UNSTARRED QUESTION NO:2875
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Verification of Skill Development Agencies
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Will the Minister of SKILL DEVELOPMENT AND ENTREPRENEURSHIP be pleased to state:

(a) the manner in which the Government verifies the credibility of the skill development agencies and their programmes; and

(b) the steps taken by the Government in this regard?

Answer

(a) to (b) The National Skill Development Corporation (NSDC) follows a comprehensive process for empanelment of Training Providers. After initial verification of their credentials, a third party technical and legal due diligence of training providers is undertaken. Based on the outcomes of technical and legal due diligence, they are evaluated and considered for empanelment by NSDC. Further, NSDC has system to visit centres for on spot monitoring.

Under Pradhan Mantri Kaushal Vikas Yojana (PMKVY), to ensure quality of trainings to the satisfaction of enrolled candidates (end user), the below mentioned steps are being taken:-

a) Site Visits: The Sector Skill Councils (SSCs) & PMKVY monitoring team conduct site visits on sample basis to ensure that quality trainings are being provided to students, also before authorizing a centre it is the responsibility of the SSCs to ensure that training centre is well equipped to conduct the trainings.

b) Call Validation: Candidates undergoing training are contacted via phone calls to seek their feedback on the training being provided.

c) Student Feedback Forms: The students have to fill a Student Feedback Form which seeks candidate's experience of training, these forms are collected by the Assessor at the time of assessments.

d) Grievance Portal: Candidates in case of any complaints can contact PMKVY monitoring team via grievance portal named "Happy Fox", on receiving a complaint, PMKVY monitoring team conducts investigation and actions as per PMKVY Consequence Management System are taken.